



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

UNCLASSIFIED

PER DIEM COMMUNICATIONS DISPATCHER II

Class No. 000751

■ CLASSIFICATION PURPOSE

To receive, evaluate, and act upon emergency radio and telephone communications in the areas of law enforcement, fire, medical, and/or local government operations; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Positions in this class are allocated only to the Sheriff's Department, Law Enforcement Support Services Bureau, Communications Section. A Per Diem Communications Dispatcher II is primarily responsible for operating radios to dispatch Sheriff's patrols and other emergency-related response services. This class differs from the Per Diem Communications Dispatcher I in that the latter is responsible for handling emergency and non-emergency telephone communications, respond to database inquiries via radio, and perform other support duties for the Sheriff's Communications Center. Positions in this class are paid on an hourly basis.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Operates Computer Aided Dispatch (CAD) equipment.
2. Transmits and receives routine and emergency radio and telephone calls.
3. Determines dispatch priorities.
4. Determines the location of and tracks the progress of an incident, dispatches patrol unit(s), assigns backup as necessary, and elicits and provides information relevant to maintaining the safety of field personnel.
5. Provides disaster communications coordination and communications service for local government agencies.
6. Performs database inquiries and provides information to law enforcement representatives.
7. Determines appropriate jurisdiction of incident and decides upon/takes proper action to resolve complaints.
8. Maintains radio logs, rosters, operating procedure manuals, disaster manuals, and records for statistical reports.
9. Maintains security of communications center work areas.
10. Assumes operational control as needed during emergency situations.
11. Provide responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Techniques, procedures, and methods used in operation of a public safety communications center, including telephone and radio communications.
- Emergency (911) systems operation.
- State and local law enforcement procedures, practices, criminal codes, statutes, ordinances.
- Relevant regulations of the Federal Communications Commission (FCC).

- Geography of San Diego County, City, and environs.
- Appropriate agencies for handling of public safety complaints/problems/emergencies.
- San Diego County disaster plans.
- County customer service objectives and strategies.

Skills and Abilities to:

- Effectively operate telephone, computer terminal, two-way voice radio console, and intercommunication and transfer systems in the radio section of the Communication Center.
- Understand, interpret, and monitor high-volume radio traffic despite considerable background noise, static, and interference.
- Communicate orally in a clear and intelligible voice.
- Elicit and explain information effectively and accurately to a wide variety of callers consisting of law enforcement, medical, fire, and local government officials, and the general public.
- Reason clearly, analyze situations accurately, and adopt and develop effective courses of action under both emergency and non-emergency circumstances.
- Elicit and provide information relevant to maintaining the safety of field personnel.
- Act and respond professionally and objectively while handling calls that are emergency-related, sensitive, provocative, and life threatening in nature.
- Document facts accurately, legibly, and completely during multiple/emergency call situations.
- Perform dispatching duties effectively with codes and coded information.
- Read, interpret, and communicate map information accurately.
- Assume operational control as needed during emergency situations.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. One (1) year of progressively responsible experience as a Public Safety Radio Dispatcher for a California State law enforcement agency within the last three years. Previous training must have included the successful and verifiable completion of a radio training program administered by a public agency; OR,
2. Successful completion of the Sheriff's Radio Training Program, as a full-time Sheriff's Radio Trainee, administered by the San Diego County Sheriff's Department. The completion of this program must be verified by a Certificate of Completion, signed and approved by the Sheriff's training supervisor and Sheriff's management assigned to the Communications Center.

Incumbents are required to complete the POST-certified Basic Complaint/Dispatcher course while serving in this class.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Physical Requirements:

Incumbents must be able to effectively hear telephone and radio messages despite considerable background noise, static, and interference; must be able to effectively read/retrieve written information from computer screens; must be able to effectively input and record information into Computer Aided Dispatch system via keyboard and mouse.

Working Conditions

Office environment; consists of high volume emergency and life -threatening calls for service. Incumbents work on a rotating shift on a seven days-a-week basis, excluding holidays. Incumbents work 10-hour shifts.

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).

New: April 20, 2004

Per Diem Communications Dispatcher II (Class No. 000751)

Union Code: NR

Variable Entry: N